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ABSTRACT

This guide contains 80 short items that provide information and insight to persons conducting a job search, as well as practical tips for keeping a job. The 80 items are organized into seven chapters that cover the following topics: (1) jobs and careers; (2) job skills; (3) job seekers; (4) paper power; (5) presentation package, "You"; (6) tool box (resources); and (7) job keepers. Items consist of lists, charts, aphorisms, tips, and suggested resources. (KC)

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JOB Soup for JOB Shoppers

*80 **JOB** Bites You Can Sink Your Teeth Into*

Daily Special

Employment Tips

Melissa Martin
JOB Coach

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INTRODUCTION

JOB Soup is a short resource guide designed for the purpose of giving quick and concise job tips. I dedicate this book to the job-hunters who have stepped into my office with hopes for better jobs and brighter futures. Remember, the squeaky wheel gets the grease but the pesky fly gets the flyswatter!

Tip of the day:
Learn from your past, apply it to your future, and live in the present [and when the world gives you lemons, make lemon-aid]. Then turn it into a profitable business.

Contact Melissa at:
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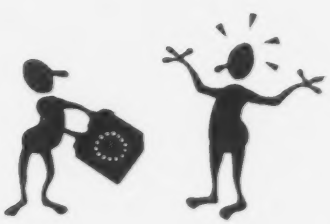

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Use power to help people. For we are given power not to advance our own purposes nor to make a show in the world, nor a name. There is but one just use of power and it is to serve people. *George Bush*

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Chapter 1

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Jobs and Careers

JOB Bites #1 to #8

Chapter Goal: To help you understand the vital role of jobs and careers in the world of work

That state is a state of Slavery in which a man does what he likes to do in his spare time and in his working time that which is required of him.
Eric Gill

JOB Bite #1

Make a Job and Career Connection

Job-hunters need to be informed about different options before they choose a career/job. Reading, understanding, and implementing the following recommendations is a start to choosing a career and a job.

What Is A Career?

The American Heritage Dictionary states:

✦A chosen pursuit ✦the general course of one's focus

A career is also your preparation to do a certain kind of work.

The terms "career" and "job" have different meaning:

career

✦field of employment you've chosen ✦what you are trained to do

✦your career stays with you

job

✦specific agreement with an employer ✦what you are paid to do

✦you leave your job at the end of the day

Why Do I Need A Career?

Careers provide job satisfaction, money, and meaning to our lives.

How Do I Choose A Career?

Three of the most important decisions people make are choosing a marriage partner, choosing a home, and choosing a career.

Ask yourself 4 questions:

1. What do I want? 2. What can I do?
3. What needs to be done? 4. How can I get the job I want?

Career tools to use to find a career:

self-assessment	books and videos	career planning	career inventories
career counselors	research	job shadowing	part-time employment

Ask yourself 3 more questions:

1. What are my interest, values, personal qualities, and skills?
2. What do I enjoy doing?
3. Do I want to spend time with people or machines?

Why do people choose different careers?

attitude	culture	skills	family	careers	fringe benefits
personality	interests	security	values	talents	aptitude
desires	abilities	motivation	religion	help others	

CHOOSE YOUR CAREER WISELY!

JOB Bite #2

Which Door Opens Your Future?

- On-The-job-Training
- Military
- Self-employment
- Vocational School
- Community College
- College
- Homemaker

Job-hunters will have to pick door #1,2,3,4, 5, 6, or 7. Which door will you choose? **STOP!** Before you choose a door you need to look at all your options and seek information from several sources:

- case workers/job workers
- career counselors
- employers
- interview people who are employed in the field where you would like to work
- admission directors at colleges
- talk to students at small and large universities
- work at a variety of summer jobs to find out what you like to do
- look at your talents, interests, skills, abilities, and aptitude
- fill out career inventories, personality inventories, and do a self-assessment
- identify your strengths and weaknesses
- research careers at your public library
- check out books about different types of employment
- job shadow a person while they are at work to learn about his/her duties
- research labor-market information and employment trends
- look at all areas of yourself: intellectual, physical, emotional, and spiritual
- search the Internet for information about careers and employment

WHICH DOOR WILL YOU CHOOSE?

JOB Bite #3

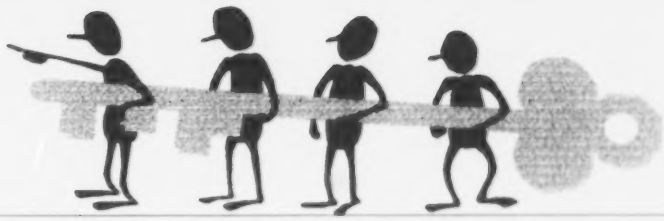
What Is the Best Job in America?

According to *The Top Ten of Everything* 1996 by Russel Ash:

Top Ten Least Stressful Jobs in the US	Top Ten Most Stressful Jobs in the US
musical instrument repairer	US president
industrial machine repairer	firefighters
medical records technician	racing car driver
pharmacist	astronaut
software engineer	surgeon
typist/word processor	national football league player
librarian	police officer
janitor	osteopath
bookkeeper	highway patrol officer
forklift operator	air traffic controller

Some jobs may seem odd to the general public but one size does not fit all in the employment market:
➔ant catcher-digs up live ants for use in plastic ant farms
➔egg breaker-separates yolk and white of eggs for use in food products by striking eggs against a bar
➔flush tester-tests channels of toilet bowls by flushing rags down the channels

The best job is the one you most enjoy doing and it is an even better job when you are paid a fair salary or you make a profit if you are self-employed. The best job for you utilizes your job skills, personality traits, value system, interests, and provides growth and challenges.



JOB Bite #4

Career and Job Interests

What are your career and job interests? One way to find out is to take a look at the following three categories. Which fits you best?

➡ people: doing things for or with other people
➡ data: working with numbers or other kinds of data
➡ things: doing work with your hands or using equipment, machinery, or tools

List the job-related tasks that you like to do and also ask yourself the following questions about employment:

What are my likes?
What are my dislikes?
What do I enjoy doing the most?

John Holland, an expert in the field of careers, identified six basic people/work environments. People will fit into one or two of these categories. Which fits you best?

▲Realistic: people who enjoy concrete, physical tasks and enjoy working with or operating machines, objects and equipment.
▲Investigative: people who enjoy tasks calling for problem solving, analyzing and evaluation or seeking new solutions.
▲Artistic: people who enjoy creating, viewing new ideas in an imaginative way.
▲Social: people who enjoy helping, serving, teaching, and supporting people.
▲Enterprising: people who enjoy directing, supervising people or projects, selling products or services, or leading others.
▲Conventional: people who enjoy tasks that involve math, numbers, and figures.

Learning about yourself is an important part of finding a career and a job that you will enjoy. As a full-time employee, you will spend 40 hours or more per week, 160 hours per month, and 2,080 hours per year at work. [Numbers do not include vacations or paid holidays]

JOB Bite #5

Careers Without College

Is college for everyone? The answer is no. People are different. One size does not fit all. High school graduates with jobs requiring training earn $7,500. more a year than those without job training. If a four-year college degree is not your cup of tea, then try this 3-point approach to find your niche in the world of work.

#1 SELF-AWARENESS

Be aware of your different dimensions:

interests	personality	likes	strengths
values	lifestyle	dislikes	weaknesses
skills	talents	aptitude	capabilities
physical	emotional	spiritual	psychological

#2 SELF-INVESTIGATION

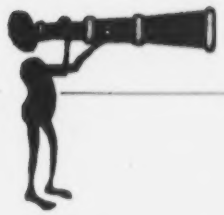
Ask yourself the following questions:

Are you flexible or do you like structure?
Do you like to be indoors or outdoors?
Are you a creator, helper, organizer, follower, or leader?
Do you like to travel or stay in one place?
What was your favorite subject in high school? English, Science, Math, Gym, History, etc.?
Do you like to be around children or adults?
Do you like to work with animals, nature, people, machines, etc?
Do you like to work alone or in a group?

#3 SELF-PREPARATION

There are alternatives to a four-year college degree:

✓ Apprenticeships for carpenters, masons, electricians, heavy machinery operations, etc.
✓ On the-job-training at factories, retail stores, managers of food service, etc.
✓ Technical/vocational schools for office technology, automotive/mechanic, childcare assistants, laboratory technicians, pharmacy technicians, etc.
✓ Community Colleges offer a variety of two-year Associate Degrees in computer science, human resource services, law enforcement, etc.
✓ Military offers training in electronics, computers, law enforcement, etc.
✓ Self-employment by owning your own business in construction, boutiques, crafts, etc.



JOB Bite #6

Career Changes in A Changing World

The U.S. Department of Labor tells us that the average person will hold 7 jobs in his/her adult life. Before you change jobs or careers you will need to do a self-assessment of your physical, emotional, and spiritual health if you made this decision based on feelings of being unhappy, unsatisfied, and inadequate. Determine whether the conflict stems from inside or outside of you. Is it the work itself or problems with the boss, co-workers, or job duties? You may just need a vacation, short-term counseling, or a heart-to-heart discussion with your boss. Changing careers is not easy whether you are 25 or 65. Also, each person has abilities, which can be used in a large number of career fields. If you determine your present job is causing stress or boredom then read the following suggestions:

- reassess your top priorities in life
- ask yourself these questions:
  - *What would I do with my talents, skills, and time if I were financially secure?*
  - *How will a career change effect my family?*
  - *How will a different career fit into my value system?*
  - *Am I willing to get additional training or take some college courses?*
  - *Am I willing to relocate?*
  - *Am I willing to take a cut in pay to do work I enjoy?*
  - *Am I willing to invest my time in looking at other career and job options*
- see a career/vocational counselor to discuss your options, do a self-assessment on your qualifications, job skills, talents, interests, strengths, weaknesses, values, lifestyle, likes, dislikes, etc., learn effective job-search skills, gain an understanding about types of jobs and what they require and to set short-term and long-term career and employment goals [Do not rush into a career change]

JOB Bite #7

Personality Puzzle Pieces

One of the key ingredients for job satisfaction is knowing your personality profile. Yet, this essential puzzle piece is often overlooked in the employment arena. Webster's Dictionary describes personality as that which constitutes an individual a distinct person. Personality includes the way we act and react to our emotions, our temperament and disposition, and the way we use our talents and natural abilities. Workers possess different motivational levels, purposes, drives, and attitudes. Employees take their personality every where they go.

Hippocrates and many psychologists have identified four patterns/categories of personality and human behavior types. *Which one are you?*

How does a worker identify his/her personality type?
➔Career counselors use personality inventories and temperament surveys.
➔One of the most popular personality profiles is the Myers-Brigs Type Indicator. For more information see the Internet URL: www.careerlab.com
➔The Keirsey Character Sorter is an online (at no cost) 70-question inventory that determines temperament type. See URL: www.Keursey.com

Gaining a clear understanding of your personality traits can be helpful in finding an occupational match that is right for you. Different personality types are not good or bad and all have strengths and weaknesses. Each employee can be successful as long as they are using their personality strengths as a major part of work. Do not accept a job that does not fit. You will be miserable and soon quit.

Find your personality profile!

JOB Bite #8

The Value of Your Work Values

Take a sheet of paper and list your ten most important values. From this list, choose your five most important values and rank in order from least to most important. Examples of values:

religion	financial prosperity	recognition	challenging position
education	job security	achievement	chance for promotions
integrity	helping others	family time	training
paying debts	volunteer activities	communication	vacation time

Conflicts in compromising your value system at work can cause major stress and problems. List your top three priorities in life. Do they fit into your job/career goals. If not, what do you need to change?

Chapter 2

JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites

Job Skills

JOB Bites #9 to #14

Chapter Goal: Offers essential information about how to identify job your specific job skills

If you were the employer, would you hire you?

Author Unknown

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Job Bite #9

What Are Job Skills?

Dick Gaither, author of *Skillstalking*, states a job skill is something you can do right now. Skills come from your life, your work, and your educational experiences. Some skills are from the natural talents you possess. In the, *Wizard of Work-88 Pages to Your Next Job* (pp.7-25), Gaither writes that skills are any special knowledge, behavior trait, or capability for which an employer will pay you.

List your top 15 job skills by answering the following questions. Memorize these skills and be ready to tell any employer at any time.

- ▶What can you do?
- ▶How can you do it?
- ▶How did you learn to do it?
- ▶How can this job skill help the employer?

JOB Bite #10

Job Talk

Can you talk the job talk and walk the job walk? It's called job/career vocabulary. Learn the terms, phrases, and words used for the employment position you want. Technology is constantly changing. Keep up with the popular buzzwords for your career field. Example: If you are a computer technician, keep updated on new programs by reading current magazine, talking with coworkers, and knowing what the competition is doing with software and hardware. Read newspapers and watch educational programs. Surf the Internet for new inventions, companies, and research data.

If you are changing careers, find facts and information about the employment position before scheduling job interviews. Identify what job skills are needed at specific jobs. The library is an excellent place to find information about local and state businesses.

JOB Bite #11

Personal Job Skills

Job-hunters, knowing your job skills is a key to empowerment in the job market. Employers will ask you about your skills on the job application and in the interview. Answering the following questions will help you.

I. What are my *personal job skills???* Your personal job skills are what make you---You. These skills are taken to every job.

EXAMPLE:

- ☐ honesty
- ☐ flexibility
- ☐ dependability
- ☐ creativity
- ☐ good sense of humor
- ☐ leadership
- ☐ self-motivation
- ☐ team player

What are my personal skills? To find out, ask yourself?

1. What are my personality traits?
2. List 3 things about yourself that make you think you are a good worker?
3. What qualities do I have?

JOB Bite #12

Travel Job Skills

II. What are my *travel job skills???* Your travel job skills are general skills that can be useful in a variety of jobs. Travel skills travel with you to every workplace.

EXAMPLE:

- ☐ write clearly
- ☐ communicate verbally
- ☐ detail-oriented
- ☐ meeting deadlines
- ☐ solving problems
- ☐ manage money
- ☐ advanced computer skills
- ☐ organizing projects

What are my travel skills? To find out, ask yourself:

1. What skills can I use with any job?
2. What are my general skills?
3. What can I do well?

JOB Bite #13

Action Job Skills

III. What are my *action skills???* Knowing what you are good at is a **BIG** part of your job search. Your action skills are the specific things you can do.

EXAMPLE:

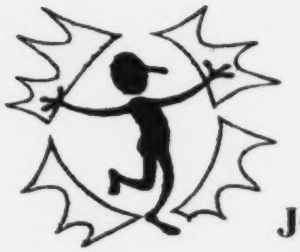
You are seeking a job as a manager. Your action skills are:

- ☐ supervising employees
- ☐ employee evaluations
- ☐ training employees
- ☐ office policy procedures
- ☐ payroll duties
- ☐ hiring employees

What are my action skills? To find out, ask yourself:

1. What did I learn during training at school, college, workshops, and seminars?
2. What is my past work experience?
4. What specific things can I do?

Knowing your 3 types of job skills is essential for the job search! What are your **PTA** job skills? They are your **p**ersonal, **t**ravel, and **a**ction skills.



JOB Bite #14

Job Skills for Homemakers

Many times, I have heard a homemaker state, *"I don't have any job skills. I've never worked before. I've been at home raising my children. Who would hire me?"* Let me set you straight! Raising a family is a full-time job. You have transferable job skills. The buzzword of today is:

"TRANSFERABLE JOB SKILLS"

What skills did you use as a homemaker that will transfer to the job market?

budgeting:	You paid the bills, bought groceries, and passed out lunch money.
organizing:	You planned meals, family vacations, and still kept your sanity.
supervising:	You delegated chores, and told who to do what, where, and how.
planning:	You shopped, prepared, and cooked meals.
sanitation:	You cleaned and scrubbed and cleaned and scrubbed some more.
meeting deadlines:	You picked up kids, dropped off kids, picked up dry cleaning
problem solving:	You were the referee for children's conflicts.
managing projects:	How many science projects did you help create?
operation of vehicles:	Mom's taxi, you traveled here-there-and-everywhere!
public relations:	You attended teacher's conferences and PTA meetings.
sales experience:	You helped sell Girl Scout cookies and Little League hotdogs.
negotiated agreements:	O.K., who gets the bathroom first?
arranged social functions:	You planned birthday parties, slumber parties, and picnics, etc.
community savvy:	You know who lives where and where to shop for almost anything.

Add your special adaptive skills: dependable, responsible, good listener, punctual, honest, patience, compassionate, quick learner, hard-worker, etc... Homemakers, **YOU** do possess job-related skills! Now go out into the job market and show'em your transferable job skills!

Resources

National Displaced Homemakers Network
1625 K Street NW, Suite 300
Washington, DC 20006 Phone: (202) 467-6346

This is a grant-funded program that supports 1,100 regional programs that offer individual career counseling, workshops on career planning, job-hunting, self-esteem, etc. Membership is $15 and includes a newsletter, "Network Moms". Call for the center nearest to you.

Chapter 3

JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites

Job Seekers

JOB Bites #15 to #28

Chapter Goal: Contains proven and practical ways to find a job

Come Forth, Lazarus! And he came fifth and lost the job.
James Joyce

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JOB Bite #15

THE TEN COMMANDMENTS OF JOB SEEKERS

I. Thou shall approach job-hunting like you would an actual job and spend 40 hours per week searching for employment while making a schedule every week with a list of job search activities.

II. Thou shall use the informal job market by asking family, friends, and acquaintances about job openings and thou shall follow up on any job-leads.

III. Thou shall knock on the door of any business, company, or organization where you would like to work, find the person who has the power to hire you and ask for an interview plus fill out job applications.

IV. Thou shall use the Yellow Pages and the telephone to search for employment.

V. Thou shall spend time at the public library researching employment information about the businesses, companies, and organizations where you would like to work plus scan the help wanted ads and trade journals. Thou shall check out books or videos about job-hunting.

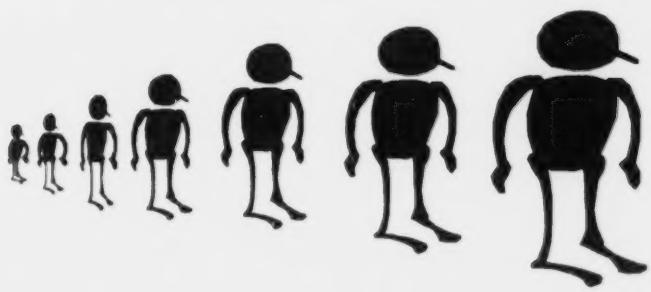
VI. Thou shall visit employment agencies weekly to look for employment.

VII. Thou shall practice interviewing techniques and prepare the answers to the top ten interview questions before the interviews.

VIII. Thou shall create error-free resumes, cover letters, and reference pages.

IX. Thou shall use positive thinking and call yourself a job seeker instead of an unemployed person.

X. Thou shall not give up on the job-search until employment is found.



JOB Bite #16

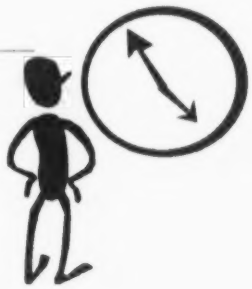
Where The Jobs Are!

At this time in the economy most of the new jobs in the United States can be found at small organization. Approximately two-thirds of all workers are employed in small organizations:

- 66% of workers work in small organization [1-250 employees]
- 18% of workers work in medium-sized organizations [250-1,000 employees]
- 16% of workers work in large organizations [over 1,000 employees]

Advantages of working for smaller organizations are:
- greater opportunities for promotions, advancements, and raises
- supervisors have more time to listen to your problem solving solutions and creative ideas
- greater chance for bonuses, flexible work time, and individual attention
- more parking spaces

Statistical Sources: JIST Works, Inc.



JOB Bite #17

Number One Job Method

How do most people find jobs? A 1993 publication by JIST Works, Inc. states that 63% of job seekers find jobs by talking to family, friends, and acquaintances. Answering ads in newspapers or trade journals accounts for 14%. Public and private employment agencies help 12% of job seekers to obtain employment.

QUESTION: What is the informal [hidden] job market where 63% of people find jobs?
ANSWER: According to JIST it's jobs that are not advertised. Some examples are: personal contacts, friends, relatives, direct contact with employers, friends at church, and networking. An example of networking would be where you make a list of 20 people you know and ask each person:

- *1. Do you know of any job openings for a person with my skills, work experience and talent?*
- *2. Do you someone who knows of any job openings for a person with my skills and work experience?*

Five Keys to Unlock the Hidden Job Market

1. Many jobs are not advertised and are part of the hidden job market.
2. Job seekers must find these hidden jobs.
3. Many jobs that are open are filled by word of mouth.
4. Family members, friends, and acquaintances know about potential job openings.
5. Use the telephone to call to find unadvertised jobs and do not depend only on newspaper ads, employment agencies, and job applications.

JOB Bite #18

The 3 Best Ways to Find Jobs

1. Network by asking friends, family members, acquaintances, people at church, etc., one simple question, *"Do you know of any job openings for a person with my work experience?"* Follow up on any job-leads.
   [33 out of every 100 job-hunters who use this method will find a job]

2. Go directly to any business, employer, factory, or office where you would like to work:
   - ☐ fill out applications
   - ☐ ask to speak to the person who does the hiring
   - ☐ ask for a job interview and then ask for the job

   [53 out of every 100 job-hunters who use this method will find a job]

3. Use the Yellow Pages phone book and your telephone:
   - ☐ ask to speak with the person who does the hiring
   - ☐ sell your skills briefly and ask for an interview
   - ☐ at the interview tell the employer that you want the job

   [31 out of every 100 job-hunters who use this method will find a job]

Using all 3 of these top methods will increase your job opportunities. Work smarter at finding a job not harder.
Source of statistics: *The 1997 What Color Is Your Parachute?* By Richard Nelson Bolles

JOB Bite #19

The 3 Worst Ways to Find Jobs

1. Mailing out mass quantities of resumes at random to any employer.
   [7 out of every 100 job-hunters who use this method will find a job]

2. Answering job ads in trade journals.
   [7 out of every 100 job-hunters who use this method will find a job]

3. Answering help-wanted ads in newspapers from distant cities and states.
   [10 out of every 100 job-hunters who use this method will find a job]

Target a few companies where you would like to work before you mail out resumes. Research information about these businesses at your public library or call the secretary. Do a follow up by calling the employer to ask for an interview.
Source of statistics: *The 1997 What Color Is Your Parachute?* By Richard Nelson Bolles

JOB Bite #20

Sun and Snow Job Contacts

Sun [warm] contacts are people you know. This list includes family, friends, relatives, acquaintances, people at church, your physician, dentist, or old high school friends, etc. Ask your warm contacts if they know of any openings for a person with your job skills and follow-up on any job leads immediately. Sun contacts are usually easier for job seekers to ask about employment information.

Snow [cold] contacts are people you do not know. It is harder for some people to call upon strangers and ask for a job. Work is a partnership between employees and employers. You both need each other in the workforce. The two most popular ways to make cold contacts are:

- knocking on the employer's door without an appointment to ask for interviews
- using the telephone to call a business or company to seek hiring information and interviews

JOB Bite #21

Dialing for Jobs

Telephone Job-lines

Many hospitals and universities have employment job-lines. Employment information is recorded and updated regularly. A polite recorded voice will tell give you various information:

- job openings
- qualifications for jobs
- pay rates
- work hours
- part-time or full-time
- application deadlines
- location of the Human Resource Dept.
- procedures to apply for job openings

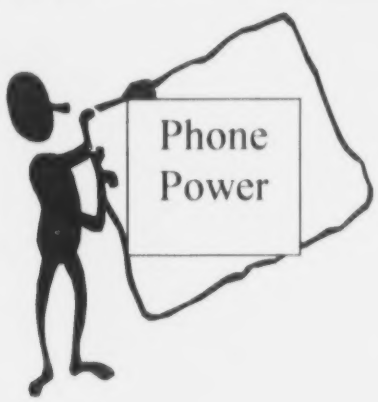
Call your local hospitals and universities and ask if they operate job-lines.

☞ *Please Note: Some long distance telephone job-line numbers are not toll-free.*

JOB Bite #22

Ten Terrific Telephone Tips

1. Use the telephone to search for employment.
2. Write and practice a telephone script to ask for interviews by phone.
3. Practice speaking clearly, pay attention to voice tone, and not speak too quickly by using a tape recorder and critiquing self.
4. Use the telephone and the Yellow Pages to search for employment by contacting prospective employers.
5. Record a professional message on your answering machine while searching for jobs.
6. Be polite to the boss' secretary when inquiring about job information over the phone because she/he has a direct line to the boss.
7. Call employers before 10 am in the morning, which is the best time to catch them at their desks.
8. Do a follow-up call after you mail every resume and ask for an interview.
9. Know the more calls you make to employers the more confident you will become.
10. Sell your job skills, qualifications, and work experience over the telephone when you get the opportunity to talk to employers.



JOB Bite #23

Try the Yellow Pages

Use the Yellow Pages and your telephone to search for employment. It's loaded with prospective employers! EXAMPLE: You are an auto-mechanic. Go to the automobile or service station section in the Yellow Pages. Write and practice a telephone script:

1. Call and ask for the person who does the hiring and introduce yourself:
   "Good Morning, Mr. Smith. My name is Sam Jones."
2. Briefly sell yourself:
   "I'm a topnotch, experienced and certified mechanic. Do you have a position for a person who is dependable, punctual, and motivated to do an excellent job?
3. Ask for an interview:
   "Mr. Smith, when would be the best time to meet with you for an interview? I would like to show you my resume with my skills, training, and past experience."
4. If Mr. Smith says he is not hiring:
   "Do you know of any other positions in town for a certified auto-mechanic?" Politely end the conversation. *"Mr. Smith, thank you for your time. I would like to leave my name and phone number for any future job openings."*
5. If Mr. Smith agrees to an interview:
   "Mr. Smith, thank you for the opportunity to apply for the auto-mechanic position."
   Confirm the date, time, and location of the interview.

If you did not secure an interview, go to the next employer listed in the Yellow Pages. The more calls you make the more confident you will be. Make your calls before 10 am in the mornings when most managers are at their desks. Happy job-hunting in the Yellow Pages!

JOB Bite #24

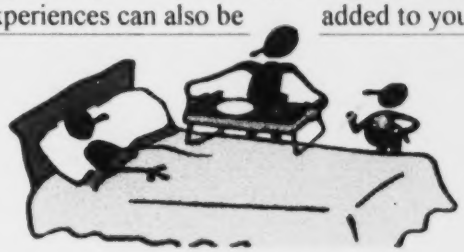
Ten Strategies for Help Wanted Ads

1. Do not procrastinate when replying to help wanted newspaper advertisements.
2. Follow directions in the ad if it says to mail or fax or if it says to show up in person to fill out a job application.
3. Tailor your resume to fit the job description in the ad and us the same key words if applicable.
4. Type a matching cover letter and address it to the employer unless the ad lists a post office box only and does not list a specific name. Always mail a cover letter with every resume.
5. List the name of the newspaper where the job was advertised and the date of the newspaper in the cover letter.
6. Highlight your 3 most important job skills for the advertised position in the cover letter.
7. Request and interview with the employer in the cover letter.
8. Investigate information about the job opening if the company name is listed by calling the boss' secretary. If the company's name is not listed, call the newspaper and ask who rented the post office box.
9. If the ad requires you to fill out an application first, wear appropriate clothing to make a first impression.
10. Do follow-up after mailing resume and cover letter, by calling the company, asking for the person who hires, and asking for an interview.

JOB Bite #25

Volunteer Work May Lead To Work

Volunteering for a nonprofit organization is not only rewarding but it can lead to a part-time or full-time paid employment position. Many agencies are grant funded and positions become available as funding increases. If you are presently employed 40 hours per week in paid employment you can volunteer 5 to 10 hours per month and slowly increase your hours. Many nonprofit organizations need volunteers to work on weekends and nights. Call your local Chamber of Commerce or consult the Yellow Pages to find volunteer opportunities. The list will include: Red Cross, hospitals, domestic violence shelters, crisis hotlines, AIDS awareness, crisis pregnancy centers, Cancer Society, March of Dimes, Youth For Christ, and numerous other organizations. Volunteering as a board member for nonprofits is an excellent way to help the community and to network for future employment opportunities. Volunteer experiences can also be added to your resume.



JOB Bite #26

Job Sabotage

Many factors can sabotage your job search if you let them; television, video movies, Internet surfing, sleep, recreation, etc. The emotions of anger, resentment, bitterness, and depression can also pay havoc with job shoppers.

Watching too much television can be an enemy to your job-search. For any job-hunter, the TV habit can waste valuable time and can promote an inactive lifestyle, which may promote depression. Practice self-control:

- do not turn the TV on in the mornings
- listen to the morning news or weather on the radio
- ask your roommate, parent, or spouse to hide the remote control every morning
- put a sign on the TV—**"WATCHING TV IS HAZARDOUS TO THE JOB-SEARCH!"**
- do not rent movie videos while you are in transition

If you are seeking employment, you do not have a specific place to go to every day. You wake-up, shower, eat breakfast, and then you turn on the television. **STOP!** Instead you can schedule daily job-search activities:

- set up a small area in your home or apartment with a desk and telephone in a room without a TV
- schedule an appointment with a career counselor at your university job placement office or local state employment office
- talk to people every day and ask for job leads and do follow-up
- attend job-search seminars
- pack your lunch and eat in the park (Be sure to use an answering machine for job messages)
- develop a network of other people who are seeking employment and meet regularly
- take a basic or advanced computer class and learn to type your own resumes and cover letters

JOB Bite #27

Job-Hunting is a Job!

Approach job-hunting like you would an actual job. Spend 40 hours a week searching for employment if you are unemployed. Make a schedule every week with a list of job-search activities. EXAMPLE:

Week One

- ☐ Focus on creating a resume, reference page, and cover letters.
- ☐ Network by asking 20 friends/relatives for information about job openings and follow up on any job-leads and fill out job applications.
- ☐ Make an appointment with a vocational/career counselor.
- ☐ Practice your interviewing techniques and identify your skills and talents.

Week Two

- ☐ Use the Yellow Pages in your local telephone book and call prospective employers.
- ☐ Knock on the door of any employer, factory, or office that interests you, whether they have vacancies or not. Fill out job applications.

Week Three

- ☐ Check the help wanted section daily in your local newspaper.
- ☐ Register with Temporary Job Placement Agencies.
- ☐ Look for job fairs.

Week Four

- ☐ Visit the public library and read the bulletin boards for job openings in the community.
- ☐ Research the companies where you would like to work.
- ☐ Check out videos and books about different job search methods.
- ☐ Job-hunt by using the Internet.
- ☐ Look for job listings in trade journals.

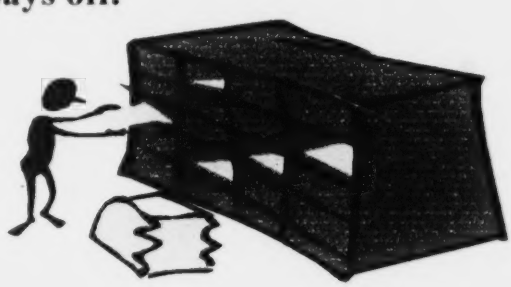
Week Five

- ☐ Visit your State Bureau of Employment Office and local employment agencies.
- ☐ Broaden your job search area to include the next city within driving distance.

Week Six

- ☐ Consider doing some volunteer work. Many volunteer positions lead to paid positions.
- ☐ Start over again and continue until you have a job!
- ☐ Everywhere you go you will find a potential employer or job-lead. Ask everyone you meet.

Persistence pays off!



JOB Bite #28

Who Has the Power to Hire You?

How do you find the employer with the power to hire you? Read the following six steps to find out:

1. Call the secretary or personnel office and ask for the name of the person who hires employees.
2. Seek information from friends, family, and employees about who has the power to hire at the business, company, or organization, where you want to work.
3. Use the personnel office whenever possible but continue to search for the hiring person.
4. Write and practice a telephone script when searching for the power person in order to sound professional and to build your confidence.
5. When you find the power person, ask him/her for a job interview and sell your job skills.
6. Do not give up until you find the employer with the power to hire you.

The hiring person is usually one or more department mangers or company owner. The purpose of the Personnel/Human Resource Office is to screen out applicants, check references, and narrow the potential job candidates into a small list for hiring managers.

Chapter 4

JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites

Paper Power

JOB Bites #29 to #40

Chapter Goal: To guide you in creating awesome resumes, cover letters, references, portfolios, thank you letters, and job applications

The fact is that most jobs are now filled by people the employer knows before a job is ever publicly advertised.
J. Michael Farr

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JOB Bite #29

Your Paper Package

You are the product in the employment market. A application, cover letter, and resume is a written advertisement for your job skills and qualifications. Use your paper power to sell-sell-sell yourself. These items give the employer a first impression of you. Your paper package will be judged on appearance, neatness, grammar, content, quality, professionalism, and style. Job applications must be neat and complete. Resumes and cover letters must be professional and pleasing to the employer's eye.

After the job interview you get one more chance to use your paper power. Mail the interviewer a thank you letter or card within twenty-four hours. Highlight your three most important job skills again and communicate that you want the job (if you do want the job). The squeaky wheel does get the grease!

For information about your job presentation package check out the following resource at your library, bookstore or call 1-800-648-JIST, the job search people.

The Quick Resume and Cover Letter Book

JOB Bite #30

Positive Points to Ponder

A job application is a form an employer uses to hire potential employees. The goal of any job application is to secure a job interview. An application will not land you a job--it will land a job interview. Job-hunters, beware and use the following information wisely!

Problem:	Employers use applications to screen you out.
Preparation:	This is the key to successful applications. Gather information in advance and take it on your job hunt.
Practice:	Fill out several job applications at home before you search for employment. Collect applications from businesses.
Pay Attention:	Follow all directions. Answer every question. Fill in every blank. If a question does not apply write "N.A." (not applicable) Be neat.
Principle:	Appearance counts. File #13 (trashcan) is right around the corner for messy, incomplete applications with misspelled words. Carry a small dictionary.
Proofread:	Use an erasable black ink pen to erase mistakes.
Print:	Do not write. Printing is easier to read. No pencils. Pencils smear.
Promote:	List positive job skills. Sell yourself. Use your paper power!
Perk Interest:	List any special skills, honors, certificates, training, awards ,and education received. List any special tools or equipment you can use.
Provide:	Give names, addresses and phone numbers of all references listed.
Permission:	Ask and tell references to expect telephone calls from employers.
Power words:	Use action verbs to describe past job duties.
Play it safe:	Be honest. Any false information is grounds for dismissal if you are hired and the employer finds out later.
Patience:	Take time in filling out applications. It will pay off.
Pat:	Pat yourself on the back, you received a job interview because of a perfect application!

JOB Bite #31

Ten Cover Letter Tips

1. Consult a book, video, or career counselor about creating topnotch cover letters.
2. Create a cover letter to mail with every resume and keep a copy for follow-up.
3. Make a positive first impression by customizing the cover letter to fit each job opening.
4. Be clear and brief with no more than four concise paragraphs.
5. Highlight your most important job skills and speak to the employer's needs.
6. Proofread for spelling errors, grammar, and neatness by using spellchecker or a dictionary.
7. Use the same stationary as the resume.
8. Use a laser or quality inkjet printer and print directly from computer.
9. Use clean envelopes and type the label or write neatly.
10. Address the letter to the person who does the hiring. Call the secretary and ask for the name if it's not listed.

JOB Bite #32

What is a Resume?

The term "resume" comes from the French word resume, which means, "to summarize." A resume is a summary of your job history, but that's not all! It's a snapshot of you and your job skills. The purpose of a resume is to secure a job interview. The job interview lands you the job. The world uses resumes so it's up to you to produce a dynamic creation. Resumes are used to answer help wanted advertisements, put with job applications, hand out at job fairs and to any potential employer, and to take to interviews. The content of a resume includes:

- name, address, telephone or message number [fax, pager, and E-mail are optional]
- work history with dates of employment and duties listed
- job skills, talents, accomplishments, certificates, awards, honors
- job objective
- job-related skills and any special skills
- education and training
- volunteer work experience and civic activities
- special equipment (machinery, office machines, or computers, etc.)
- work internships
- military service
- professional organizations and affiliations
- licensing information

Tailor your resume to fit the job you want. One size does not fit all. You can type several resumes for different jobs. Check out a book resumes at the local library. Learn to use your paper power!

JOB Bite #34

THE TEN COMMANDMENTS OF RESUMES

I. Thou shall consult books, videos, or a career counselor about creating a topnotch resume.
II. Thou shall know a resume does not land you a job; a resume lands you a job interview.
III. Thou shall use a resume service if you lack computer skills.
IV. Thou shall proofread and ask two other people to proofread resume.
V. Thou shall list relevant employment information for position sought.
VI. Thou shall use quality white, cream, or gray resume paper with a watermark seal.
VII. Thou shall give your resume a **KISS** by **K**eeping **I**t **S**hort and **S**mooth with concise, clear, to the point information by using facts and not fluff.
VIII. Thou shall not write false information or embellish job history.
IX. Thou shall not fold the resume and shall mail it with a cover letter and reference page in a business size envelope.
X. Thou shall conduct follow-up telephone calls to employers after mailing resumes to ask for job interviews.

JOB Bite #35

THE TEN SINS OF RESUMES

I. Using one resume for all job positions.
II. Misspelled words, grammatical errors, and messy smudged copies.
III. Mailing mass numbers of resumes at random without a plan for follow-up.
IV. Using regular, cheap white typing paper.
V. Listing personal information: age, weight, marital status, social security #, and salary requirements.
VI. Too wordy and more than one page. [does not pass the 30 second scan test by employer]
VII. No job objective listed or job objective not specific enough.
VIII. Putting false or misleading information on resumes.
IX. Folding resume and mailing it without a cover letter.
X. No follow-up to employers to ask for interviews.

JOB Bite #35

Welcome To Resume Scan-Land

What? Bigger companies in larger cities are using computer programs that electronically scans resumes for key words for targeted job positions. Resumes are stored for future reference. *Why do employers use resume scanners?* It's simple. Scanners save time--and time is money. *How do I know if an employer uses a resume scanner?* You don't know. Call the company before you mail your resume and ask. If the answer is yes, then proceed to make your resume scanner-friendly:

- use the same words in the job description as listed in the help wanted advertisements if applicable and use through-out resume
- use nouns as well as action verbs to describe your job skills and work experience
- don't use graphics, italics, boxes, borders, etc.
- use traditional font likes Times New Roman and skip the fancy font
- use white resume paper not colored paper

Remember a machine is trying to screen out job applicants. Add the human element by calling employers to ask for job interviews.

JOB Bite #36

Electronic Resumes

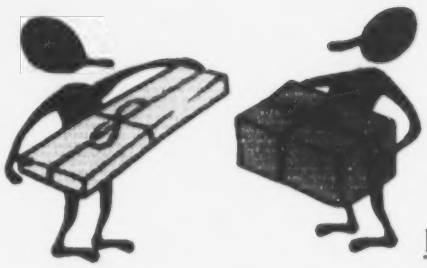
Shock your job search by posting your resume on the Internet!
Advantages:

- employers nationwide can scan electronic resume systems
- you can join the job search techniques of the future

Disadvantages:

- you will give up privacy
- the human connection is not there unless an employer calls you

Try America's Talent Bank Internet web site. Job seekers enter resumes into a national network, which is then searched by employers for employees who meet their needs. It's supported by the Department of Labor and is a product of state employment agencies. This web site gives users step-by-step directions and answers common questions. See URL: www.atb.org/



JOB Bite #37

Resume Services

Your typing skills are weak and you have computer-phobia. You want to go to a business to have resumes created but you don't know where to go or what to do? The following is a list of questions to ask a resume service before you sign the dotted resume line:

Cost

1. What is the cost to typeset my resume? What is the cost per copy?

Helpful Hints:

✕Call and check prices at several resume services.

✕Word-of-mouth is great for finding a resume service with quality affordable services.

Time Factor:

1. How long will it take to have my resume completed?
2. How long will you keep my resume on file for future purposes?

Helpful Hints:

✕It may cost more if you opt for 24-hour service.

Styles and Appearance:

1. Do you have a selection of resume styles to choose from?
2. Do you use a laser or inkjet printer and do you print directly from the printer and what is the cost per page? Many resume services use a copier, which is cheaper, but appearance is sacrificed.
3. What kind of resume paper do you use?

Helpful Hints:

✕Find a current resume book, choose your own style, and show it to the person who does the typesetting.

✕Choose resume paper with a watermark seal.

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JOB Bite #38

Ten Super Suggestions for References

1. Mail a reference page with your resume and cover letter because employers will often call your references before they call you.
2. List three professional people who know about your job skills, attendance, work etiquette, and will sing your praises.
3. Ask permission from references before you select them and discuss your job skills and the job position you want.
4. Give all three references a copy of your resume.
5. List their names, titles, addresses, business phone numbers, fax numbers, E-mail, etc. Ask permission to use their home phone numbers. [List cities, states, and area codes.]
6. Use the same paper as the resume and cover letter.
7. Do not list relatives or family members and try to use people in the same state.
8. List your name, address, and phone number on the top of page.
9. Choose a friend for a reference only if it's a last resort. Employers know friends cannot be impartial.
10. Follow-up by calling references to inquire about if employers are calling about you.

JOB Bite #39

Ten Point Approach to Thank You Letters

1. Send a thank you letter within 24 hours after the job interview and address it to the person/group who interviewed you.
2. Be sincere and thank the interviewer for the opportunity to apply for employment.
3. Keep contents brief and highlight your most important job skills.
4. Proofread for spelling errors.
5. Use a matching envelope and type the label or write neatly.
6. Do not procrastinate.
7. Do not snow the employer with eloquent words.
8. Do not write a book. Employers are busy people.
9. Tell the employer that you want the job. [If you do want the job.] Send a letter even if you decide that you do not want the job.
10. A hand written note is acceptable. Purchase a thank you note card and write neatly.

JOB Bite #40

Show Your Portfolio Power!

What is a portfolio?

It is an organized collection of items that promotes your career and employment history, education, training, awards, accomplishments, and experiences. A portfolio is a snapshot of your life in the world of work.

Who should develop a portfolio?

Any employee who wants to document continual growth and lifelong learning in the workplace may create a visual presentation. Portfolios are not just for artists and architects anymore! Employees with on-the-job training may collect job positive job evaluations, customer service reports, and information about promotions.

How is a portfolio used?

It is used to sell your past, present, and future job-related accomplishments. Stand out in the crowd of job seekers! A portfolio is an opportunity to show your uniqueness and creativity. Documents in a portfolio verify the contents of your resume. This tangible evidence is a creative visual aid used by job candidates in interviews.

What items/documents go into a portfolio?

- community volunteer experiences
- letters of recommendation/references
- awards/certificates/honors
- professional affiliations/memberships
- professional licenses
- press releases
- grade transcripts/diplomas
- brochures you created
- samples of work
- lesson plans
- work photographs
- resume

Be selective and only include examples of your best work and most suitable items. Military personnel transitioning into civilian life may develop a portfolio to show an employer how his/her job skills are transferable. Slip documents into plastic sheet protectors and place in a black, navy blue, or brown leather 3-ring binder that zips. Binders can be purchased at office supply stores.

How is the portfolio presented to potential employers?

- present the portfolio during the interview
- refer to the documents in the portfolio when you answer interview questions
- introduce the availability of your portfolio on your resume or in your cover letter by writing: "*Professional Portfolio Available for Review*"

The following resource will help you: *Portfolio Power: The New Way to Showcase All your Job Skills and Experiences* [1997] by M. Kimeldorf. Peterson's Publishing. This resource guide explains step-by-step how to create a professional paper or electronic portfolio, sells for $14.95 and is 182 pages. To order call 1-800-717-LINX or check it out at your public or university library.

Chapter 5

JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites

Presentation Package "You"

JOB Bites #41 to #52

Chapter Goal: Gives you current interviewing etiquette and winning techniques.

You must identify the person who has the power to hire you, and show them how your job skills can help them solve their problems.
Richardson Nelson Bolles

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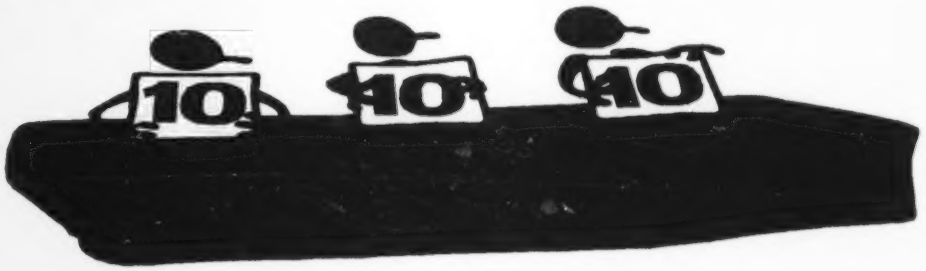
JOB Bite #41

The "Inner---View" Interview

The three most important interview strategies are: SELL YOURSELF, SELL YOURSELF, SELL YOURSELF. Employer says, *"So, tell me about yourself."* Talk about job related things--NOT your family, hobbies, or favorite foods. Talk about your job experience, skills, training, accomplishments, and education. Give the employer an "inner" view of your qualities. Practice interviewing with a friend. Videotape yourself and then do an honest critique of strengths and weaknesses.

The two basic types of interviewing are:

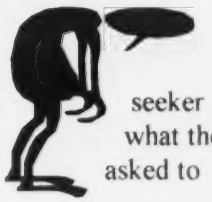
- traditional one-on-one with 1 interviewer and 1 interviewee
- group interviews with two or more people [employer and staff members]



- ✓ Show and tell the company what you can do for them.
- ✓ Take your resume and portfolio to every interview.
- ✓ Take a list of 3 or 4 questions to ask the employer.
- ✓ Be polite to the receptionist and/or secretary. They have a direct line to the boss.
- ✓ Attitude is everything!
- ✓ Be friendly and portray enthusiasm.
- ✓ Make eye contact and smile.
- ✓ Tell the employer you want the job if you do want the job!

JOB Bite #42

Interviewing Insight



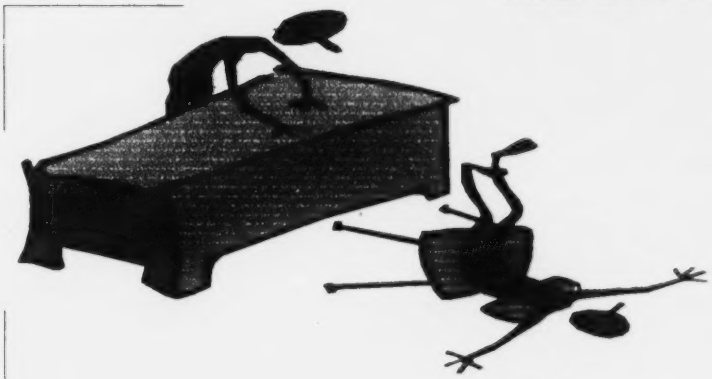
Job-seekers, you must find information about the companies, organizations, agencies, businesses, etc. before the job interviews. Why, you may ask? A job-seeker went to an interview at the IBM company. The employer/interviewer asked him what the letters "IBM" stood for and the interviewee did not know. He was promptly asked to leave. Speak to the needs of the employer and not just your own needs.

What should I know about the company?
- number of employees/size of business
- major products or services
- reputation and history of company
- salary range for the job position you want
- duties/responsibilities of job position

How do I find this information?
- call and ask the boss' secretary
- ask employees who work there
- ask people in the community about the company
- look up the information at the public library
- call similar companies to find out what salary they pay for the same position

Will this really help during the interview?
- Yes, the employer will be impressed with your knowledge about the company.
- You will have more power to negotiate a higher salary.
- You will outshine the other job applicants.

JOB Bite #43



Interview Phobia

Don't perceive the interviewer as the enemy. He/she is just trying to hire the best person for the job. Employers lose money and time when the wrong people are hired.

Anticipate "red flag" problem questions from any trouble spots on your job applications and resume. Prepare a response if you:

- have a large employment gap
- are an ex-offender
- have a history of job-hopping

"How do I respond to problem spots?"

- explain how you solved past problems
- explain how you have made self-improvements
- convince employers that problems are resolved and will not effect your future job performance

JOB Bite #44

Job Clothes

Help! What do I wear for an interview? There are many myths circulating on the subject of interview attire and there are exceptions to every rule. Many books have been written about styles, colors, and types of interview outfits. I advise the following simple rule. Dress your best while paying attention to the following:

Women

- wear a black, gray, or navy blue knee length skirt and jacket
- wear a white or light colored shirt
- wear dark hose with the same color of shoes-pumps with low hills
- accessories may include a watch, earrings, and bracelet
- dress on the conservative side

[a dark shirt with a white blouse is acceptable for entry level employment positions]

Men

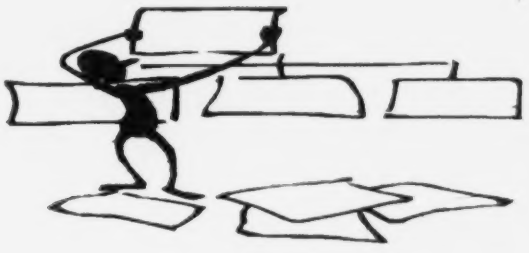
- wear a black, gray, or navy blue suit
- wear a white shirt with a tie, wear dark socks and dark dress shoes
- dress on the conservative side.

[dark dress pants with a white shirt is acceptable for entry level employment positions]

You may say, "But I'm going to interview for a position as an auto-mechanic. I don't need to dress up." You only get one chance to make a first impression. You do not need to wear a suitcoat or tie but wear a nice shirt and jeans with no holes. If you have an interview for a position as a movie star or artist then by all means please dress fashionably! When you are offered the job, ask about the type of clothing suitable for the position and if the company has a dress code.

JOB Bite #45

Traditional Job Interviews



The Top Ten Interview Questions

1. Why should I hire you?
2. What are your major weaknesses?
3. What are your major strengths?
4. Where would you like to be in 5 years?
5. How do you handle conflict with a coworker?
6. What skills do you bring to this position?
7. What would your former boss or coworkers say about you?
8. Why do you want to work here?
9. Why are you seeking other employment?
10. What type of salary are you looking for?

How do I answer these questions?

Understand what is really being asked. Speak to the employer's fears. The employer wants to know:

- Will you steal from me?
- Will you show up every day and be dependable?
- Will you do your job?
- Will you get along with your coworkers?
- Will you be satisfied with the salary I can offer?
- Will you quit after I train you?
- Will you talk about me in a negative way if you leave for another job?
- Do you have a good or a bad attitude?
- Are you honest and responsible?
- Are you a motivated worker?

JOB Bite #46

Behavioral Job Interviews

Job shoppers need to be ready for behavioral interviews. Why? Because more and more employers are using this method to select the right candidate for the job. Behavioral interviews are based on your past work performance. The theory is that future success is best predicted by past work performance. The behavioral interviewer asks you examples of specific work situations:

- Describe a time when you were criticized for poor work performance?
- Describe a coworker who was difficult to work with and how you handled it.
- Give an example of how you increased productivity/profits.
- Give an example of a successful work project you completed.

These interviewers are trained to take notes and to objectively collect and evaluate information about you. The idea is that previous behaviors will be repeated in the future. How do you prepare for this type of interview?

- Prepare short answers for the questions above.
- Write down details about past work duties and projects.
- Be ready to describe the outcome/results of your past employment responsibilities.
- Talk about the solutions to work problems and how you helped solve them.

JOB Bite #47

Why Should I Hire You?

This is one of the most stress-producing questions in a job interview. Your heart rate increases, your palms sweat, your words freeze on your tongue, you feel like running out the door! How should you respond? Tell the interviewer you are the best person for the job and tell why. List your job skills and give examples of past accomplishments. For example:

> *"Ms. Smith, you should hire me because I am the best person for the secretarial position. I will benefit your company with my experience and knowledge of Microsoft Word and Excel computer programs. I can also type 75 words per minute. I enjoy greeting the public and I am dependable, organized, and honest. At my previous job, I was known for meeting deadlines when projects were due. I would like the opportunity to work for you and your company."*

The key to answering this question is prior preparation and practice. Write your answer on a 3x5 card and take it with you to interviews. Think about what you wrote on the card when asked, *"Why should I hire you?"*

JOB Bite #48

E.T.'s –Etiquette and Taboos of Interviews

ETIQUETTE

1. Smile, smile, smile.
2. Speak clearly.
3. Eat a breath mint before interview.
4. Give a firm handshake.
5. Set straight in chair.
6. Thank the employer at the end of the interview.
7. Exit when the interviewer gives the cue.

TABOOS

1. Don't criticize your ex-boss. The new employer will think you will criticize her/him if you are hired for the job and then leave for greener pastures.
2. Don't chew gum during the interview.
3. Don't ask about salary or benefits. Wait until the employer discusses it. The employer will tell you the salary when he/she offers you the job.
4. Don't tell the interviewer your personal problems.
5. Don't ask if you may smoke.
6. Don't call the employer by his/her first name.
7. Don't wear too much perfume or cologne.

JOB Bite #49

The P's and Q's of Job Interviews

You've heard your mother say "Watch your P's and Q's. Take her advice to job interviews.

Purpose: The purpose of a job interview is to get the employer to make a job offer.

Preparation: Prior preparation is the key to impressing employers. Know your answers to the traditional and behavioral interview questions.

Punctual: Be on time for every job interview. Ask for specific directions to the location.

Positive: Be positive; your attitude is the first and last thing employers will notice about you. [no complaining]

Practice: Practice interviewing techniques in front of a mirror, with a friend, or videotape yourself and do an honest critique of your verbal/nonverbal body language.

Personal: Your personal presentation will make or break the interview; be friendly!

Promote: Promote your job skills, training, accomplishments, qualities, and education.

Past: Give concrete examples of your positive work history; tell how you helped your former employer/coworkers solve problems on the job.

Principles: Be aware of the principles of interviews; balance talking with listening. Do not give false information.

Portray: Portray self-confidence and sell, sell, sell yourself.

Proper: Dress in appropriate and proper interview clothes.

Persistence: Tell the employer that you want the job and do follow-up by sending a thank you note.

Perfect: Give employers error-free, professional quality resumes.

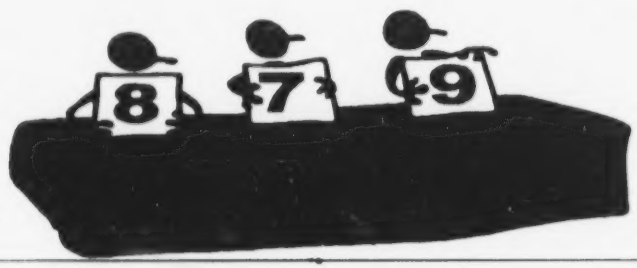
Provide: Provide a list of 3 references who will give positive information about your work history and job etiquette.

JOB Bite #50

Group Interviews

The latest interview trend in the world of work is the group interviewing process. This type of interview saves the employer time, is more efficient, and promotes a team-oriented workplace. Usually two or more people interview a job candidate and take turns asking the questions. After you exit the interview, the team will discuss your suitability for the job position. Unfortunately, this type of interview can be more stressful for the job-hunter. To reduce anxiety:

⇨ be prepared for both the group interview and the traditional interview with one employer
⇨ do not view the interviewers as the enemy--they are just people who want to hire a person who will do a good job and get along with coworkers
⇨take at least 6 copies of your resume to every job interview
⇨make eye contact with all members of the interviewing team
⇨smile and establish rapport with each team member
⇨take your portfolio and offer it to the interviewers to review
⇨relax, be yourself, don't fidget, and show your self-confidence (easier said than done, I know!)
⇨wear a double dose of deodorant



JOB Bite #51

Stress Interviews

Wow! Talk about sweaty palms, embarrassment, and confusion! A stress interview is when an employer purposely interrogates a job candidate with question after question to see how he/she will react to pressure. This scenario is a shock to anxious job-hunters who aren't expecting an interviewing tyrant. I have experienced this type of interview once in my job search. The second supervisor in the group interview was obviously quite uncomfortable with his employer's rude interviewing tactics.

Career counselors agree that stress interviews are unprofessional and usually conducted by an employer on an ego-power-trip. You probably would not want to work for this type of employer. There are many other techniques, which are used by employers to determine personality type, conflict resolution skills, and ability to handle stressful job-related situations. Their methods include non-threatening interview questions, personality tests, computer-administered tests, problem solving activities, observation of nonverbal body language, and second interviews with an interviewing team of 3 to 5 members. How do you handle a stress interview? A few job-hunters have related stories of stomping out of interviews while shouting choice words. I recommend that you politely wait until the interview is over and then exit the interview with professional behavior and courtesy. If you feel your temperature raising and fear an explosion of anger, then by all means leave the interview immediately. Do not take a stress interview personally if you are not offered the job.

JOB Bite #52

14 Tips on Job Rejection

OUCH! Job Rejection is the pits! Job rejection does terrible things to the job-hunter's ego. Here are some reasons job seekers are turned down flat on their initial interview. Read and learn.

1. Being late to the interview
2. Poor personal appearance and inappropriate interviewing clothes
3. Lack of enthusiasm
4. Lack of self-confidence
5. Lack of interest in the company
6. Negative attitude
7. Lack of goals and ambition

Tips on how to handle job rejection:

1. First change your behavior if you are doing any of the above things.
2. Call the interviewer and ask for honest feedback.
3. Find support from other job seekers.
4. Separate the job search from your identity and value as a person.
5. Attend a seminar about job-hunting.
6. Seek short-term counseling from a licensed professional.
7. Keep looking and try, try, try again!

Chapter 6

JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites

Tool Box

JOB Bites #53 to #68

Chapter Goal: Lists information about the most popular resources in the job world today

Be nice to people on the way up because you'll meet them on your way down.
Wilson Mizner

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JOB Bite #53

Check Out The Library!

Job-hunters have a valuable source for job-hunting right in their own backyard! It's the public library. The library is a friend to job seekers. You will find:

- a friendly librarian who may volunteer job leads and bulletin boards
- books about resumes, cover letters, and interviews
- videos about self-assessment, interview outfits, and job skills
- books with addresses for America's fastest growing companies and a National JobLine Directory
- information about local businesses, factories, and companies
- newspapers to scan the help wanted ads
- trade journals with job listings
- the Internet to surf for job positions statewide or nationwide
- job postings for the State Bureau of Employment Services on the Internet
- telephone books to search the Yellow Pages
- the program *Telephone Directory Business White Pages* which lists 15 million business listings from printed U.S. telephone books
- Labor Market Information
- the Dictionary of Occupational Titles (DOT) which lists over 20,000 occupations
- the Occupational Outlook Handbook (OOH) which describes 240 occupations in detail

All this information is free at your public or university library!

CHECK IT OUT AND LOOK IT UP!

JOB Bite #54

Job-Hunter's Bible

If I were going to be stranded on a desert island and could choose only 1 book about the job-hunt, I would pick, *What Color Is Your Parachute*?, by Richard Nelson Bolles.

- ★His book sells 20,000 copies each month with 5 million copies in print worldwide.
- ★It's a resource guide for every job shopper.
- ★It covers all the bases of job hunting including how to get a job, what not to do and where to look for help.
- ★This publication discusses communication skills, interviewing, and how to find the person who has the power to hire you.

It is revised each year with the new edition appearing each November. The 24th annual edition of 1997, includes a workbook, resource guide, tips, hints, and much more. The 1998 version is available on CD-ROM. *What Color Is Your Parachute*? sells for $16.95 in the U.S.A. and has 525 pages. You can find it at bookstores or public libraries.

CHECK IT OUT!

JOB Bite #55

Fantastic Job Skills Guide

Skillstalker will help job seekers identify over 30 of their most marketable job skills. It's by Dick Gaither, a best selling author and award winning job trainer. This valuable guide provides three types of skill identification and self-assessment exercises. *Skillstalker* contains 128 pages and can be ordered by calling Wizard of Work Job Search Training Systems at (317) 933-3961.

JOB Bite #56

Get the DOT!

The world of careers is full of choices. One important resource is the **Dictionary of Occupational Titles** (fondly called the DOT). The DOT is published by the U.S. Dept. of Labor. Listed are over 20,000 separate occupations. The DOT enables the user to determine:

- career guidance
- labor-market information
- long-range job planning
- specific skills required for occupations
- purpose of the occupation
- machines, tools, or equipment used

JOB Bite #57

Get the OOH!

Help! I need an easy-to-read and easy-to-use book about careers! Let me introduce you to a book that no self-respecting career counselor would be without. It's called the **Occupational Outlook Handbook.** Nearly 250 occupations are described covering 90% of all workers. You can find the following information:

- salary ranges
- advancement opportunities
- training requirements
- educational requirements

The OOH (as it is fondly named) was developed by the U.S. Dept. of Labor and the Bureau of Labor statistics. The OOH is an essential tool for job seekers, career changers, students, and working people.

Where can I find these books? You can find updated versions in the reference section of your public library.

LOOK IT UP!

JOB Bite #58

Jobs For People Without College Degrees

America's Top Jobs for People Without College Degrees is a 362-page book that describes 111 different jobs with salaries, working conditions, benefits, and advancement potential. The author, J. Michael Farr is a career and job-search expert. He says there are many high-paying jobs for people without degrees in the fields of manufacturing, transportation, technical and retail sectors. High school graduates with jobs that require training earn $7,500. more a year than graduates without job training. This resource guide can be ordered for $12.95 plus shipping and handling by calling toll-free: JIST Works Inc., at 1-800-547-8872 or order it at your local bookstore.

JOB Bite #59

Book Look

Help! I need to read a few good books about job-hunting and I don't have much time! Try JIST books by J. Michael Farr, the leading publisher of job search materials. His books have sold over 1.5 million copies. His direct and practical job-search techniques get results! JIST publishes a variety of books on job search topics and is known by every career counselor in the employment business.

The Very Quick Job Search-get a good job in less time
The Right Job For You-an interactive career planning guide
Getting The Job You Really Want-a step-by-step guide
America's 50 Fastest Growing Jobs-official information on the best jobs in the economy
The Complete Guide for Occupational Exploration-a career reference book
The Quick Interview & Salary Negotiation Book-improve your interview skills
America's Top Technical and Trade Jobs-good jobs that don't require 4 years of college
America's Top Medical and Human Service Jobs-jobs that offer advancement

JIST also publishes job-search workbooks, videos, software, and instructor's guides. You may check these books out at the public library, purchase them at a bookstore or write for a catalog: JIST Works, Inc., 720 North Park Ave., Indianapolis, IN or call 1-800-648-5478.

JOB Bite #60

Jobs via the Internet

The Internet is a name given to a system that connects millions of computers together through networks and telephone lines. The U.S. Department of Defense developed the Internet in the 1960's, but it was too complicated for the general public. In 1991, the World Wide Web [WWW] was invented and added colorful graphics, animation, sound, and easy to read text.

The Internet is a powerful tool for job shoppers to learn about job-hunting from A-to-Z. It's like a giant library! You can:

- Search for employment in your city, state, or the entire United States.
- Look at the helped wanted advertisements in online newspapers in any state.
- Find tips about employment and careers.
- Research information about businesses and organizations.
- Post your electronic resume.
- Communicate by E-mail to potential employers.
- Learn about new technology and add it to your job skills.

The Internet can be accessed for free at your public or university libraries. Check with the librarian for more information.

Option #1: Find your favorite search engine and type in the key words; jobs, employment, careers, resumes, etc.
Option#2: Use Web addresses [URLS] and go directly to Web sites. Examples include:
JobBank USA at www.jobbankusa.com/
America's Job Bank at www.ajb.dni.us/
CareerPath at www.careerpath.com/

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JOB Bite #61

Books about Jobs In Other Countries

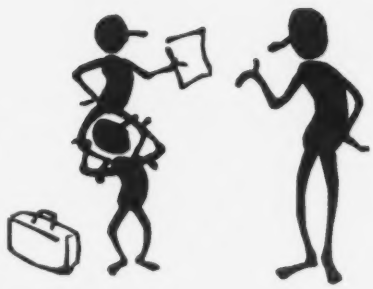
Do you desire to travel and work in a foreign land? Overseas employment opportunities are expanding for American workers. Before you book a flight to paradise you would do well to seek information. To get started check out *American Jobs Abroad* (1994), edited by Victoria Harlow and Edward Knappman, which is published by Gale Research, Inc. This resource guide is thorough and well organized and lists American firms that employ Americans abroad. The book is divided into 7 sections:

- Getting the Job
- Making the Move
- Living Abroad
- Company Listings
- Organization Listings
- Country Profiles
- Job Category Index

There are 814 firms that employ Americans in other countries listed in the section of Company Listings. Included is the recruiter's name, address, and phone number. Also listed are 87 government and not-for-profit agencies that hire Americans to work in overseas employment positions. The other sections in the book give information about 111 foreign countries, job application procedures, visa and residency requirements, tax laws, etc. *American Jobs Abroad* is over 500 pages and sells for $55.

Other resources for searching for jobs in foreign countries include:
Travel-a guide in the Career Portraits Book Series for $13.95 which gives information for travel writers, travel photographers, travel agents, foreign service officer and cruise staff employees.
Careers for Foreign Language Speakers and Other International Types for $9.95, which covers domestic and overseas opportunities in Foreign Service, trade offices and multinational corporations.
Careers for Travel Buffs and Other Restless Types for $9.95, which covers, travel writers, photographers, tour bus drivers, cruise line staff, and travel agents.
To order these three resource guides, call JIST Works, Inc. at 1-800-648-5478.

JOB Bite #62



The Federal Job Search

The U.S. Office of Personnel Management has developed the Federal Employment Information System to help job seekers.

1. Call the Career America Connection at (912) 757-3000 for current worldwide Federal job opportunities, salary and employee benefits information, and recruitment messages. (Hint: This is not a toll-free number) Write and request Info-Line fact sheet el-42 for a complete list of local telephone numbers to this nationwide network. Write to: U.S. Office of Personnel Management, Washington, DC 20415-0001

2. Cruise the Federal Employment Information Highway at web site: www.usajobs.opm.gov or Federal Job Central at www.fedjobs.com/
What will you find?
- Over 3,700 jobs advertised daily
- State vacancy information

3. Try a kiosk. This is a computer-based system utilizing touch screen technology. Kiosks located throughout the nation allow you to access current worldwide federal job opportunities, online information, and more. Many State Bureau of Employment Offices have kiosks for public use.

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JOB Bite #63

Top Ten Lists

I find the following lists interesting and informative. The world of work is an amazing place!

Top Ten Employers in the US

- retail trade
- durable goods manufacturing
- education [public and private]
- health services
- government
- nondurable goods manufacturing
- wholesale trade
- business services
- construction
- transportation

Top Ten Most Dangerous Jobs in the US

- fishers
- timber-cutters and loggers
- aircraft pilots and navigators
- structural metal workers
- taxicab drivers and chauffeurs
- electric power line and cable installers and repairers
- farm operators, managers, and supervisors
- construction laborers
- truck drivers
- driver-sales workers

Source used: The Top Ten of Everything, 1996, by Russell Ash

JOB Bite #64

13 Rules

Rule#1	Don't give up until you find a job.
Rule#2	Use the tools available to you [see tools 1-13].
Rule#3	Be respectful of secretaries and employees in the Human Resource Depts.
Rule#4	Accept responsibility for your own job search.
Rule#5	Stop playing the blame game for your employment woes.
Rule#6	Everyone you meet is a potential job contact.
Rule#7	Getting the job you want is not luck—it is effort.
Rule#8	Work smarter to find a job not harder.
Rule#9	Working harder means using job search tools.
Rule#10	Learning new skills is a life-long process.
Rule#11	Employers would rather hire someone with work ethics and train them then to hire an educated troublemaker.
Rule#12	Network or no work because people hire people they know or know about.
Rule#13	The world works so get used to it.

JOB Bite #65

13 Tools

Tool#1	[YOU] You are the product; not only your skills, but your attitude, personality, values, work ethics, motivation, and ability to get along with coworkers.
Tool#2	Career counselors, job coaches, and employment specialists
Tool#3	Resource guides, books, and videos about job-hunting
Tool#4	Libraries
Tool#5	Temporary employment agencies
Tool#6	One-Stop-Shops [Networks of community job agencies]
Tool#7	Employment agencies both private and public
Tool#8	Community colleges and four-year universities
Tool#9	Vocational and technical schools
Tool#10	Telephone joblines
Tool#11	Help wanted ads in newspapers and trade journals
Tool#12	Internet Web sites for job shoppers
Tool#13	Yellow Pages in your telephone directories

JOB Bite #66

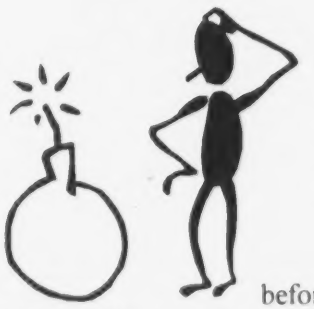
Career Counselors and Job Coaches

Where do I find a career counselor or job coach?

1. Check the Yellow Pages for career counselors at private counseling agencies. These professionals should have college degrees and be licensed in the state of residence. Ask about what services are offered for fees. Many charge $40 to $100 per hour or may charge a fixed rate for certain services. Find a counselor with a good reputation.
2. Nonprofit agencies provide employment information. at no cost. Call the local Community Action center and JTPA [Job Training Partnership Act] agencies.
3. Vocational schools and universities employ career counselors and operate job placement centers. Many services are offered to nonstudents in the community.
4. Churches and denominations often operate nonprofit agencies for job search information at no cost.
5. State employment agencies offer job search advice by job specialists at no cost.
6. There are nonprofit agencies that specialize in helping women, minorities, ex-offenders, people with disabilities, veterans, etc. to find employment. Check the Yellow Pages or call your local Chamber of Commerce.

Professionals will offer information about resumes, interview techniques, job-hunting methods, community resources, referrals to other agencies, but they do not find jobs for people. It's the job-hunter's responsibility to find his/her own job.

JOB Bite #67



Employment Evaluation

A wise job shopper will look at several job factors before accepting job offers. Do not accept a job that does not fit your job skills, interests, personality, and values. You will be miserable and soon quit and the employer will lose money to training cost. Many motivated job shoppers are fired because they were mismatched to jobs.

Will you receive job training and ho much training?
What are the exact job duties?
Will you work days, evenings, weekends, shifts, holidays, etc?
Are the hours flexible?
Are promotions available?
Is the pace fast, medium, or slow?
Is it a high or low stress position and is it challenging?
Will you work alone or with a team?
Does this job fit into your career goals?
Is there medical insurance, life insurance, and vacation pay?
Will you work overtime hours?
Do you have to lift heavy objects?
Are you required to pay union dues?
How will you travel to the job?
Is there a 30, 60, or 90 day probationary period?
How are you evaluated for raises?
Is the pay rate fair and equitable to positions at similar companies?
Is there a daycare center at the workplace?

Ask questions based on your own value system and lifestyle. Look at the things in life that are important to you.

JOB Bite #68

Temporary Employment Agencies

The National Association of Temporary and Staffing Services states that 2.3 million temp employees are on the job during an average workday. Many companies now use temp agencies to fill full-time permanent positions. Employers benefit by observing workers before the permanent hiring process. Temp agencies also offer employee testing as a benefit to employers.

Advantages:

- Some temp agencies charge the employer and not the employee.
- Receiving a weekly paycheck
- Gaining job skills
- Meeting other workers and making job contacts
- Trying out the job first to see if you like it before accepting it full-time

Disadvantages:

- Some temp agencies charge the employee.
- Lack of medical insurance and life insurance
- Lack of retirement other than social security
- Part-time employment
- No job security

Some staffing firms do offer a variation of medical insurance, vacation pay, life insurance, retirement, etc. Check out the reputation of any temporary employment agency before you sign the dotted employment line.

Chapter 7

JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites JOB Bites

Job Keepers

JOB Bites #69 to #80

Chapter Goal: Offers tips to help a job finder keep his/her job

It's a recession when your neighbor loses his job; it's a depression when you lose yours.

Harry Truman

JOB Bite #69

Ten Ways to Keep Your Job

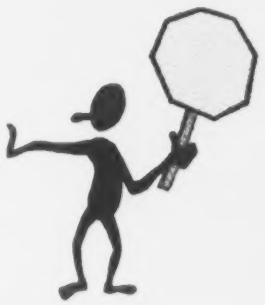
1. Show up.
2. Show up on time.
3. Show up on time in the appropriate work clothes.
4. Show up on time in the appropriate work clothes with a positive attitude.
5. Show up on time in the appropriate work clothes with a positive attitude and be ready to be productive for 8 hours.
6. Show up on time in the appropriate work clothes with a positive attitude, be ready to be productive for 8 hours and get along with your supervisor and coworkers.
7. Show up on time in the appropriate work clothes with a positive attitude, be ready to be productive for 8 hours, get along with your supervisor and coworkers and ask questions if you do not understand a job task.
8. Show up on time in the appropriate work clothes with a positive attitude, be ready to be productive for 8 hours, get along with your supervisor and coworkers, ask questions if you do not understand a job task and don't steal from your employer.
9. Show up on time in the appropriate work clothes with a positive attitude, be ready to be productive for 8 hours, get along with your supervisor and coworkers, ask questions if you do not understand a job task, don't steal from your employer and don't drink alcohol or smoke marijuana on your lunch hour or during breaks.
10. Show up on time in the appropriate work clothes with a positive attitude, be ready to be productive for 8 hours, get along with your supervisor and coworkers, ask questions if you do not understand a job task, don't steal from your employer, don't drink alcohol or smoke marijuana on your lunch hour or during breaks and have a smile and a "good morning" greeting every day.

JOB Bite #70

Job Survivor Warning Signs

Workers, watch out for the following signs.

- Dishonesty
- Unreliable
- Unable to get along with others
- Missed too many days of work
- Poor dress or grooming
- Making too many mistakes
- Too many accidents
- Couldn't do the work
- Abuse of alcohol or drugs
- Worked too slowly



DO'S	DON'TS
Do be on time	Don't miss work
Do call if you are absent or late	Don't let childcare problems interfere
Do be neat and clean	Don't gossip
Do stay away from problem employees	Don't just quit
Do keep personal problems at home	Don't criticize someone for making a mistake
Do listen to the ideas of co-workers	Don't tell racial or sexual jokes
Do read personnel manuals	Don't steal from your employer
Do ask for help if you need it	Don't use the company phone to make personal telephone calls [unless permission is given]

Getting fired is not the end of the world. Many workers have been fired at least once in their lives. Learn from your mistakes and try again!

JOB Bite #71

Why Do People Get Fired?

#1 Would not follow orders and did not get along with supervisor
Learning how to do the job well is not enough. Every job has a supervisor who can fire you.
Solution: Learn how to resolve conflicts in productive peaceful ways by attending a seminar, short-term counseling, or check out books/videos on the subject at the public library. Follow the proper company procedures and regulations when you have problems with a supervisor or co-workers.

#2 Dishonesty
Stealing merchandise from your employee will definitely sink your job boat. Lying on your time card is also stealing and costs and employer money. Making personal long-distance telephone call on the employer's phone bill is dishonest.
Solution: DON'T steal—it's that simple! Treat the employer like you want to be treated. If you think you are not being paid enough or treated fairly, find another job. Don't steal and rationalize it. Stealing is a crime no matter what.

#3 Worked too slowly and made too many mistakes
Unproductive employees cost more than they earn and coworkers have to take up the slack and work double duty.
Solution: Learn to work at a steady pace during the day. Request more training experience. Talk to your supervisor about it before you are fired.

JOB Bite #72

Your "Job-A-Tude" Attitude

Attitude is all-important in seeking and keeping a job! Attitude is the first and last thing an employer will notice about you. What is your "job-a-tude?" It's your attitude towards the job search, employers, and job duties. At• ti •tude-noun. 1. a state of mind or disposition. 2. a manner of acting, thinking, or feeling that shows that state of mind. Abraham Lincoln stated, *"I've discovered I always have choices and sometimes it's only a choice of attitude."* Yes, job shoppers, we choose our attitudes. A positive attitude can get you hired and a negative attitude can get you fired!

Five "Job-A-Tude" Tactics

1. Use good thinking to overcome annoying complaining.
2. Smile and be courteous to co-workers and customers.
3. Be thankful for the opportunity to work.
4. Count your blessings every day on the way to work.
5. Be a problem-solver and not a problem-creator.

JOB Bite #73

Computers Are Here To Stay!

The personal computer revolution has changed the world of work. Having basic computer literacy skills will make a job shopper more marketable in the job market. Computer skills are transferable job skills. You can use your computer "know-how" at different types of employment.

Help! I have computer-phobia! How can I overcome it? Many people who did not grow up in the computer era are afraid to try to learn basic computer skills. The following are a few tips to help you overcome computer anxiety:

- Slowly start exposing yourself to computers by observing others working on computers.
- Visit libraries and places that sell computers and start pressing buttons on the computer keyboards.
- Rent videos at your video gallery about computer skills.[Look in the education section.]
- Check out a book at your public library about basic computer skills.
- Ask a friend to sign-up for a basic computer class or seminar with you.
- Start using positive affirmation statements:

  "I am not too old to learn basic computer skills."

  "I will make friends with the computer. It is not my enemy."

  "Others also have computer-phobia. I am not alone."

Where can I acquire basic computer skills? Basic computer classes start at the beginning level by teaching you how to turn the computer on/off and to become familiar with the keyboard/mouse. Call community colleges, vocational schools, adult education programs, and computer stores and ask about classes for beginners, cost, locations, times, dates, and the qualifications of the computer instructors. Talk to the instructor before you sign up for the class and explain your computer-phobia. The instructor will tell you if his/her class is appropriate for you. Ask to be placed on the mailing list to receive schedules of computer classes and workshops. Remember, computers won't byte!

JOB Bite #74

Are You Bondable?

Some jobs require employees to be bonded: cashiers, workers in banks, and employees who handle large sums of money or valuable items. Being bondable means an employer is able to cover an employee with insurance in case the employee would steal money or items. If bonding is necessary for the job, the employer will give you the information and procedures. Job applications may ask you if you are able to be bonded. Put "yes" unless you have prior criminal convictions and then put "will discuss in interview". The federal program, which funded state employment offices for bonding ex-felons, is no longer in service. Former offenders may also contact state or private nonprofit agencies that specialize in job search for ex-offenders.

JOB Bite #75

Alcohol and Drug Testing

Over 50% of all companies test for drug use. Why? Because 10 million work-related accidents happen every year and 47% (almost half) are alcohol-related. Drug companies test urine or salvia samples [blood tests are too expensive] for: alcohol, marijuana, cocaine, PCP, opiates, painkillers, amphetamines, barbiturates, Quaaludes, tranquilizers,.

Percentage of companies that test for drugs:

manufacturing	64%
health care	53%
retail & wholesale	52%
business services	34%
financial services	17

Source: Dick Gaither, *Wizard of Work* (1995)

Many companies provide medical treatment insurance for alcohol and drug rehabilitation if a worker is charged with being intoxicated during employment. Alcohol and drugs do not mix with the workplace.

JOB Bite #76

Job Factors

The "WE" factor refers to **work ethics.** It's simple. Give your employer 8 hours of consistent work and do this 5 days a week, 40 hours per week, and 52 weeks per year [except for your vacation and sick days, of course].

The "EE" factor refers to **empowerment for employment.** Practice being a valuable employee. This is the key to job security. If your company goes out of business you lose your job. Do everything in your power to help the company make a profit and be successful. [everything that is legal, moral, and ethical, of course]

The "PP" factor refers to **partnership power** between employers and employees. Each needs each other in the world of work. Unfortunately, we do not live on a fair planet and being a hard worker does not always guarantee a fair salary or fair treatment. We cannot control how employers treat us but we can control how we treat our employers.

JOB Bite #77

Workplace Rights

Know your workplace rights to stop workplace wrongs. There are employee rights given by legal statues of the state and federal government.

1. Employees have a right to receive minimum wage. [the hourly wage for waiters/waitresses is different]
2. Employees have a right to a safe working environment.
3. Employees have a right to be free from discrimination and sexual harassment.
4. Employees have certain rights under the Family Medical Leave Act.

Contact your State Bureau of Employment Office or your Equal Opportunity Commission for more information.

Companies also give certain rights to employees. Ask for an employee handbook or policy manual before conflict situations arise. There is usually a policy and procedure for employee grievances. Many large companies have Human Resource Departments that handles employee problems.

JOB Bite #78

Ten Commandments of Job Keepers

I. Thou shall honor your supervisor's position of authority and be respectful.
II. Thou shall care about the workplace and not just the paycheck.
III. Thou shall not gossip, tell racial, ethnic, or sexist jokes, nor use profanity.
IV. Thou shall be reliable and not call in sick unless you are sick. [Fishing and shopping are not valid illnesses.]
V. Thou shall be considerate of co-workers, choose to cooperate and communicate.
VI. Thou shall be a customer-focused employee and help to satisfy customer needs.
VII. Thou shall make your boss look good by improving productivity and profits.
VIII. Thou shall pursue excellence, provide positive performance and practical job skills.
IX. Thou shall learn new skills without complaining and be more flexible with our changing technology.
X. Thou shall make a list of ten reasons why you deserve a raise before you ask.

JOB Bite #79

Be a Problem-Solver

Employees who complain about situations but do not offer solutions are problem-creators. Are you a company asset or a liability? Most businesses are created to solve customer problems. Restaurants feed hungry people. Factories make products that solve problems for society.

Problems have causes and solutions. Develop a frame of mind that immediately seeks to generate ideas, goals, and plans to solve difficult situations and problems.

Tips

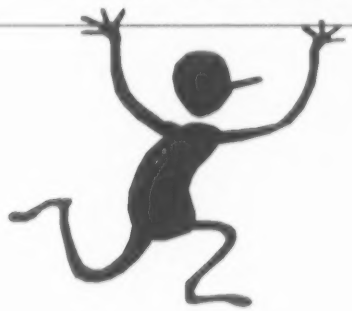
- ☑ State the facts, write down the facts, and look at the facts.
- ☑ Discuss how, when, where, who, and how.
- ☑ Acknowledge that it is a joint problem.
- ☑ Avoid blame.
- ☑ Listen to others without interrupting.
- ☑ Look at what solutions worked in the past.
- ☑ Generate alternative solutions and list pros and cons of each.
- ☑ List consequences of solutions and changes.
- ☑ Attack problems not people.
- ☑ Keep problems confidential and do not gossip with co-workers.
- ☑ Do not ignore problems.

JOB Bite #80

Stress Busters

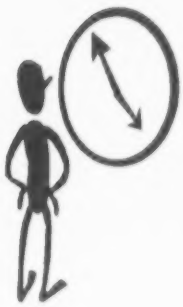
Stress is a part of our daily lives and also shows up at the workplace. Managing job stress requires a plan.

1. Find the cause to the stress.
   - Are you mismatched to your job?
   - Are you suffering with job boredom?
   - Is job stress due to personal problems at home?
   - Are you experiencing health problems?
   - Is the stress due to financial worries?
   - Do you know how to solve problems with co-workers and supervisors?
   - Are you working too much overtime?
   - Is your life out of balance with too much work and not enough recreation?
   - Are you experiencing some changes in your lifestyle?
2. Find a venting buddy. Make sure your conversations are confidential. Ask for feedback.
3. Find a mental health counselor or a financial planner if needed.
4. See a physician for a medical check-up.
5. Find a career counselor and do a self-assessment on your personality type, interests, values, and job skills.
6. Find a minister, rabbi, or priest if needed for spiritual guidance.
7. Attend a workshop about ways to reduce stress.
8. Develop a stress prevention plan and a stress intervention plan. Learn deep breathing exercises and ways to diffuse frustration and anger in healthy ways.



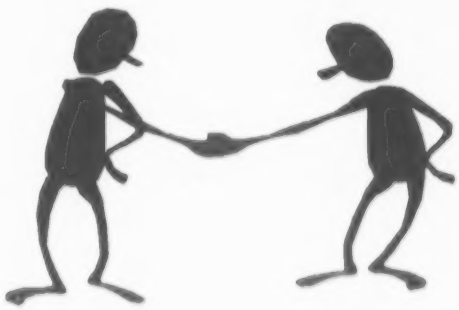
6 *good reasons to use this resource guide!*

No fluff stuff inside
Just job-hunting facts
To-the-point information
Hands on job tips
Proven techniques
For fast-paced job seekers



Meet your **JOB** Coach, Melissa Martin, a career/vocational counselor, and President of *It's Women's Work*, LLC. Melissa is a self-syndicated columnist and her weekly articles about job-hunting tips appear in many newspapers/publications.

She is a Licensed Professional Clinical Counselor and Social Worker. But more importantly, Melissa has experienced being fired, downsized, and unemployed and she is ready to share her 80 **JOB** bites with other job-hunters!



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